

GENERAL TERMS AND CONDITIONS FOR VISITORS TO CORPUS

1. DEFINITIONS

Purchaser	: any person who purchases an Admission Ticket (online), including a Training Institute or other organisation.
Visitor	: any person who, with or without a valid Admission Ticket, enters the Experience centre.
Corpus	: Corpus Exploitatie B.V., a private company with limited liability, having its registered office at Willem Einthovenstraat 1, 2342 BH in Oegstgeest and registered with the Trade Register of the Chamber of Commerce under number 55826431, which entity manages and operates the Experience centre.
Experience centre	: the spaces (open to the public) in and around the Corpus building at Willem Einthovenstraat 1 in Oegstgeest, including parking facilities.
Goods	: all goods, including monies, monetary values and monetary papers.
Group(s)	: Twelve or more Visitors jointly visiting the Experience centre as a group in an educational or business context (a 'group visit'), not being a visit in a private context (a 'private visit').
Group member(s)	: one or more members of a (Private) Group.
Employee	: any person working for, on behalf of or on the instructions of Corpus.
Training Institute	: a school, academy or institution that offers training.
Agreement	: the agreement established between Corpus and a Visitor or a Training Institute or other organisation, whichever is applicable, following the purchase of one or more Admission Tickets.
Private Group(s)	: Twelve or more Visitors jointly visiting the Experience centre as a group in a private context or otherwise, not being a group visit in an educational or business context.
Admission Ticket	: an entrance ticket (whether or not in combination with a discount card) or similar proof (such as written invitation or voucher), which provides access to one or more rooms in the Experience centre.
Prohibited Items	: items as described in Article 4.10.

General Terms and Conditions : these general terms and conditions for visitors.

2. APPLICABILITY

- 2.1 These Terms and Conditions apply to all Visitors to the Experience centre. This therefore includes all natural persons and legal entities engaged by Corpus for the supply of Goods and the provision of services, even if these natural persons and legal entities are employed by or perform work on behalf of a client, supplier or other third party. In the case of a legal entity, such entity guarantees compliance with these Terms and Conditions by its employees, contractors or other third parties engaged by it.
- 2.2 Deviations from these Terms and Conditions are valid if and to the extent that they are expressly agreed in writing with Corpus.

3. TERMS AND CONDITIONS FOR THE PURCHASE OF ONLINE TICKETS

- 3.1 Online tickets can be purchased in advance at <https://tickets.corpusexperience.nl/nl/regulier/tickets>.
- 3.2 An online order is deemed to have been placed if the order form has been completed in full, sent to Corpus electronically and an agreement has been given to the applicability of these Terms and Conditions. The Agreement between Corpus and the Purchaser comes into effect when Corpus has sent a booking confirmation by e-mail to the Purchaser.
- 3.3 Visitors are responsible for entering correct (personal) data, which are necessary for sending Admission Tickets by e-mail and making payments via the Internet.
- 3.4 The right of withdrawal for consumers (cancellation of online purchase) is not applicable due to the fixed date and time attached to the purchased Admission Ticket.

4. ADMISSION TO THE EXPERIENCE CENTRE

- 4.1 A Visitor is only entitled to enter (the rooms of) the Experience centre on presentation of a valid Admission Ticket.
- 4.2 An Admission Ticket can be purchased at the ticket office in the Experience centre or online. Prices shown include VAT.
- 4.3 An Admission Ticket ordered (purchased) online is invalidated by the mere expiry of the date and/or time or period stated on the Admission Ticket.
- 4.4 An Admission Ticket is not redeemable for cash or a new Admission Ticket, and its validity cannot be extended or changed.
- 4.5 An Admission Ticket has a unique QR code or barcode. An Admission Ticket is scanned at the entrance to the Experience centre and is valid one time only. If the Admission Ticket cannot be scanned due to damage, without the damage being attributable to Corpus or an Employee, admission will be denied.
- 4.6 Reselling, copying and/or counterfeiting of Admission Tickets is prohibited. Any abuse will be reported by Corpus to the police.
- 4.7 Admission tickets are strictly personal and non-transferable.

- 4.8 Corpus has the right to change the regular opening hours to accommodate occasional drills in the context of the company emergency response (Section 23 of the Working Conditions Act) or, in the event of an emergency, to evacuate the building or part of it as deemed necessary by Corpus.
- 4.9 Corpus reserves the right to subject any Visitor and/or their bags to a security check (on entry). The Visitor is expected to cooperate with this. If a Visitor refuses to do so, Corpus is entitled to deny him/her admission to the Experience centre.
- 4.10 The following items may not be taken into the Experience centre:
- a) firearms;
 - b) pointed and/or sharp objects with which, in Corpus' opinion, personal injury and/or damage to property can be caused;
 - c) explosive, flammable, chemical and/or toxic substances.
- 4.11 A Visitor will be denied (further) admission to the Experience centre if Corpus (or an Employee) establishes that:
- a) the Admission Ticket was not issued by Corpus or a body or legal entity designated by Corpus for that purpose;
 - b) he/she is, in Corpus' opinion, under the influence of alcoholic beverages, narcotics or similar substances;
 - c) he/she, in Corpus' opinion, consumes alcoholic beverages, narcotics and similar substances or tobacco products in or around the Experience centre;
 - d) he/she, in Corpus' opinion, disturbs the order or has the intention to do so, for example through a protest action; or
 - e) he/she has damaged the Experience centre in any way or if, in Corpus' opinion, there are valid reasons to fear this.
- 4.12 If Corpus finds Prohibited Items during the security check on entry, it is entitled to deny the Visitor admission to the Experience centre. In addition, in such cases Corpus will involve the police and a report will be filed by Corpus against the Visitor(s) concerned.

5. GROUPS (NOT BEING A PRIVATE GROUP)

- 5.1 If a Group does not show up on time, transfer to another time slot is not guaranteed.
- 5.2 If the Group has not reported to the Experience centre reception within half an hour of the reserved time, the cost of the reservation will be charged. It will be assessed in consultation whether the programme will still be implemented in part, whereby Corpus (or an Employee) shall have the final decision on this.
- 5.3 A Group only can cancel the order of Admission Tickets up to no later than two (2) weeks beforehand. A cancellation must be made in writing or by e-mail. A maximum reduction of ten per cent (10%) of the Group's size can be notified up to no later than three (3) working days beforehand.
- 5.4 When booking for a Group, an entire time slot is purchased. This should be paid in advance. If payment is not made online, an administration fee will be charged.

6. REFUND, RESPONSIBILITY AND LIABILITY

- 6.1 A Visitor (including Training Institute or other organisation) will not receive a refund of the Admission Ticket, or be entitled to other related expenses, in the event of:
- a) the refusal of cooperation by a Visitor as referred to in Article 4.9;
 - b) denial of admission of a Visitor as referred to in Article 4.11;
 - c) the applicability of Article 4.12;

- d) the applicability of Article 5.1;
 - e) loss or theft of the Admission Ticket before the Visitor has entered the Experience centre;
 - f) (partial) closure of the Experience centre due to calamities or nuisance, inconvenience or damage caused by renovation, maintenance work, Visitors or otherwise;
 - g) nuisance or inconvenience caused by maintenance work, including but not limited to a renovation or (re)arrangement of rooms of the Experience centre;
 - h) nuisance, inconvenience or damage caused by (other) Visitors, including but not limited to noise nuisance, inappropriate behaviour of (other) Visitors (including molestation) and theft;
 - i) nuisance or inconvenience caused by the improper functioning of facilities and objects in the Experience centre; or
 - j) in the event of force majeure as referred to in Article 10.
- 6.2 A Visitor (including Training Institute or other organisation) is, depending on the case, liable for any damage caused by a Visitor to the Experience centre, including its contents.
- 6.3 Parents or supervisors of minor children are at all times responsible and liable for the behaviour of and damage caused by those minor children accompanying them.
- 6.4 Supervisors of Groups are jointly responsible for and accountable for the behaviour of Groups/Group members they supervise.
- 6.5 The Training Institute concerned or the organisation concerned is also liable for damage caused by Group Members belonging to it, without prejudice to the liability of these Group Members themselves. Parents, supervisors and the Training Institute or organisation concerned indemnify Corpus against any third-party claims in this respect.

7. STAY IN THE EXPERIENCE CENTRE

- 7.1 The Visitors' stay in the Experience centre is at their own risk.
- 7.2 While staying at the Experience centre, the Visitor shall behave in accordance with public order and the (house) rules described in these Terms and Conditions. The Visitor is furthermore obliged to follow directions and instructions given by recognisable Employees without delay. If, in the opinion of this Employee, a Visitor violates these Terms and Conditions, (house) rules, directions and/or instructions in any way, he/she may be denied (further) admission to the Experience centre, without Corpus being liable to pay any compensation for damages.
- 7.3 Corpus explicitly operates a recommended age of 6. Parents, guardians and/or teachers should always make their own assessment as to whether Corpus is suitable for the child in question.
- 7.4 Children who have not yet reached the age of 13 may only visit the Experience centre when accompanied by an adult (a person who has reached the age of 18).
- 7.5 Upon entering the Experience centre, visitors are advised to inform themselves, via the floor plans and emergency exit signs, of the escape routes to be used in the event of an emergency or threat thereof. The use of lifts is prohibited in case of an emergency, and visitors should follow the instructions of Corpus staff.
- 7.6 In the event of an emergency, e.g. the sudden disappearance of an item, a breakdown of technical installations, an attack or an act of violence, the Experience centre is entitled to close the doors and then escort out any Visitors present one by one. The Visitor may then be requested to cooperate with a bag search, etc by or on behalf of Employees. The Visitor may also be asked to consent to a body search. Visitors who refuse to cooperate with a bag search and/or body search will be asked to produce proof of identity before leaving the Experience centre.

8. PRIVACY

- 8.1 Corpus uses cameras for security. The images will not be shared unless requested by police or judicial authorities.
- 8.2 The recordings are kept by Corpus for as long as it deems necessary, subject to the privacy policy, as published on the Corpus website.

9. LIABILITY LIMITATION

- 9.1 Corpus is only liable for damage suffered by a Visitor or the Training Institute that is a direct consequence of intentional or gross negligence/fault on the part of Corpus.
- 9.2 Corpus' liability is limited to the amount paid by Corpus' insurer to Corpus in respect of that individual claim.
- 9.3 Corpus' liability for indirect damages, including consequential damages, lost profits, wages or missed savings is excluded at all times.
- 9.4 Corpus accepts no responsibility for damage to or loss of Goods placed for safekeeping by a Visitor.
- 9.5 In the event of technical failures of any kind as a result of which an order cannot be processed and/or authorised, or cannot be processed and/or authorised correctly or on time, Corpus cannot be held liable in any way.

10. FORCE MAJEURE

- 10.1 If circumstances occur that cannot be attributed to Corpus, this is considered force majeure. Force majeure is defined as any foreseeable or unforeseeable circumstance that interferes with Corpus' performance of the Agreement to such an extent that, temporarily or permanently, performance of the Agreement becomes impossible or burdensome.

11. PERSONAL DATA

- 11.1 Corpus refers the Visitor and the Training Institute to the privacy statement published on its website for information on the processing of personal data and the related rights of data subjects.
- 11.2 Personal data of the Visitor and the Training Institute are processed in accordance with the Dutch General Data Protection Regulation (AVG). When carrying out the Agreement pertaining to a visit to the Experience centre, Corpus processes the (personal) data of Visitors or the Training Institute that are necessary for this. If this involves parts being carried out by a third party, during which personal data are processed, where required a processor agreement has been concluded with this third party. The personal data in question will be retained for a minimum duration as required by law.
- 11.3 Corpus processes the personal data of persons guilty of damaging the Experience centre, including the contents, or those who breach these Terms and Conditions. Corpus maintains a file containing the details of Visitors who appear on this list in order to deny them admission. This file is used for internal purposes only and is not provided to third parties.
- 11.4 Corpus processes the personal data of complainants as referred to in Article 13 of these Terms and Conditions. This personal data will only be processed internally in accordance with its purpose, which is to resolve the complaint. Complaint data will be kept only as long as necessary for the resolution of the complaint.

12. LOST AND FOUND

- 12.1 Items found by the Visitor in the Experience centre can be handed in to an Employee or at the desk in the central hall of the Experience centre.
- 12.2 Corpus will take found items into temporary safekeeping.
- 12.3 Corpus reserves the right to destroy lost and found items that have not been collected after 6 months, or to no longer keep them.
- 12.4 In the event that the purported owner of a lost and found item contacts Corpus, they have the option of collecting the Goods themselves or having them sent to them cash on delivery. In both cases, the owner must be able to provide proper identification. In case of doubt on the part of Corpus about the status of the alleged owner, Corpus is entitled to require proof of ownership.
- 12.5 This article does not apply to Prohibited Items.

13. COMPLAINTS SCHEME

- 13.1 In case of complaints, the Visitor or the Training Institute can make these known by sending an e-mail to info@corpusexperience.nl or by reporting them at the desk in the central hall of the Experience centre.
- 13.2 The complaint made by the Visitor or the Training Institute will be investigated by Corpus, with the aim of answering such complaint in writing within thirty (30) days.

14. APPLICABLE LAW AND COMPETENT COURT

- 14.1 These Terms and Conditions and any (non-)contractual obligation arising therefrom or related thereto shall be governed exclusively by Dutch law.
- 14.2 All disputes arising from these Terms and Conditions shall in the first instance be submitted exclusively to the competent court of the District Court of The Hague, location Leiden.

These general terms and conditions for visitors were filed on 29 August 2023 with the Leiden Chamber of Commerce with number 55826431.

